



**State of Illinois**  
**Illinois Commerce Commission**  
**Service Quality for Telecommunications Carriers**  
**Code Part 730.115**  
**Quarterly Filing**

**Citizens Telecommunications Company of Illinois**  
**d/b/a Frontier Citizens Communications of Illinois**  
**for quarter ending March 31, 2008**

Performance Data	January	February	March	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	5.20	5.80	6.20	5.73
B. Operator Answer Time - Information [730.510(a)(1)]	6.20	4.70	4.20	5.03
C. Repair Office Answer Time [730.510(b)(1)]	11.00	15.00	10.00	12.00
D. Business or Customer Service Answer Time [730.510(b)(1)]	215.00 *	184.00 *	103.00 *	167.33 *
E. Percent of Service Installations [730.540(a)]	93.00%	94.00%	97.00%	95.00%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	95.00%	94.00% *	95.00%	95.00%
G. Trouble Reports per 100 Access Lines [ 730.545(a)]	1.50	1.70	1.60	1.60
H. Percent Repeat Trouble Reports [730.545(c)]	19.00%	19.00%	16.00%	18.00%
I. Percent of Installation Trouble Reports [730.545(f)]	3.00%	3.00%	3.00%	3.00%
J. Missed Repair Appointments [730.545(h)]	81	106	62	83
K. Missed Installation Appointments [730.540(d)]	104	63	29	65

**Comments**



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